

# Illinois Department on Aging



Governor Rod R. Blagojevich  
Director Charles D. Johnson

421 East Capitol Avenue, #100  
Springfield, IL 62701-1789  
1-217-785-3356 ■ FAX: 1-217-785-4477  
[www.state.il.us/aging](http://www.state.il.us/aging)

**Respect for yesterday  
Help for today**

The **MISSION** of the Illinois Department on Aging is to serve and advocate for older Illinoisans and their caregivers by administering programs and promoting partnerships that encourage independence, dignity and quality of life.

The **VISION** for the Illinois Department on Aging is that, united with local communities and the public and private sectors, it will be both a leader and a partner in helping all older Illinoisans and their caregivers achieve an optimum quality of life, assuring independence, dignity, self-sufficiency, health and safety.

## Department Administration

Charles D. Johnson, director of the Illinois Department on Aging, is an ambassador for the nearly two million older people in Illinois. He oversees a staff of 125 individuals. The Illinois Council on Aging, with its 23 citizen members and eight legislative members, serves as the advisory body to the Department on Aging.

## Department Funding

The delivery of services administered by the Department on Aging are privatized through senior centers and other social service agencies. Much of our state and federal funds are coordinated through the 13 Area Agencies on Aging (AAAs), including 12 not-for-profit corporations and the City of Chicago. The Department works in partnership with the AAAs to contract with service providers that serve older people directly in their local communities.

### Fiscal Year 2004 Appropriation: **\$330,246,000**

#### ❖ **State Funds:** **\$263,030,700**

Community Care Program .....	\$233,150,000
Elder Abuse and Neglect Program .....	\$7,216,800
State Support of Home-Delivered Meals .....	\$6,615,500
Administration .....	\$5,830,400
Other community-based services .....	\$10,215,000

#### ❖ **Federal and Other State Funds:** **\$67,215,300**

Meals at group sites .....	\$14,362,800
Home-Delivered Meals .....	\$10,113,000
Supportive Services .....	\$28,264,000
Employment Services .....	\$3,397,000
Administration .....	\$2,850,700
Other, such as training and USDA meal reimbursements .....	\$8,227,800

## Department Programs

### Community Care Program

Designed to help older people live independently, the Community Care Program provides in-home and adult day services to approximately 40,000 frail seniors each month. To be eligible for services, 1) clients must be 60 or over, 2) their asset level (for a single person) cannot be over \$10,000 (not including home, car or furnishings), and 3) they must apply for medical benefits. A cost share is applied if the client's income is above a specified level.

- ❖ **Adult Day Service** – The Department funds approximately 80 adult day service sites in the state. The service is designed especially for older people who cannot be at home alone during the day. The program provides socialization, recreation, medication, mentorship and transportation for clients, and it also offers respite for family members.
- ❖ **Case Management** – Case managers, who work in community-based agencies called Case Coordination Units, arrange for an array of support services and make appropriate referrals for older people who need assistance. It is the case manager who assess for eligibility, needs and resources then designs the care plan.
- ❖ **Choices for Care** – If you need long term care, the program makes it possible for you to learn about community-based care (homemaker service, home-delivered meals, etc.), as well as nursing home care. Local case managers meet with older people and their families to discuss various care options. As a result, people can make more-informed decisions about what kind of care is most appropriate and affordable.
- ❖ **Homemaker** – Homemakers provide assistance with personal care (bathing, dressing and grooming), as well as with household tasks such as cleaning, laundry, shopping, running errands, and planning and preparing meals.
- ❖ **Senior Companion** – The program, which is offered in limited areas of the state, matches frail older people who cannot be left alone with low-income senior volunteers who provide companionship.
- ❖ **Demonstration Projects:** In the continuing effort to provide an array of cost effective services to the most frail elderly in the state, the Department is currently working on seven demonstration projects entitled: Managed Community Care Demonstration Project, Community-Based Residential Facilities Demonstration Project, Home-Delivered Meals Demonstration Project, the Transportation Demonstration Project, Resident Coordinator and Case Manager Demonstration Project, Extended Community Care Options (ECCO) and a Home Modification and Assistive Technology Demonstration Project.

### Older American Services

Provided through the Federal Older Americans Act, with support from State funds, these community-based services are offered to more than 571,000 persons age 60-plus (age 55-plus for employment programs) throughout Illinois. Although donations are encouraged for services such as meals and transportation, there are no fees associated with these programs.

- ❖ **Employment** – The Senior Community Service Employment Program fosters and promotes public service assignments for low-income people age 55 and over. Over 600

older Illinoisans benefit annually from this program through the Illinois Department on Aging.

- ❖ **Family Caregiver Support Program** – Over 150 Caregiver Resource Centers are available statewide to assist individuals caring for older relatives or friends. Services which are offered to caregivers include information, assistance, respite (temporary relief of caregiving responsibilities), counseling, support groups, training and education, and emergency support services.
- ❖ **Grandparents Raising Grandchildren** – Through this program, the Department establishes and assists support groups for grandparent caregivers, provides education and training to professionals and offers information and assistance to relatives raising children.
- ❖ **Information and Assistance** – Over 565,720 contacts with older adults were made through the local information and assistance sites. Every Area Agency on Aging has designated local information and assistance sites, which are often located in senior centers.
- ❖ **Intergenerational and Volunteer Programs** – The Department encourages the development of intergenerational programs that link senior volunteers with children in a variety of settings. The Illinois Department on Aging provides funding to the State's 23 Retired Senior Volunteer Programs (RSVP), as well as to its eleven Foster Grandparent Programs. In FY 2003, approximately 13,000 volunteers made significant contributions through these programs. Nearly 150 older persons have also volunteered in schools through the Talented Older Persons in Schools (TOPS) Program.
- ❖ **Meals** – Over 91,390 older people received over 3.3 million congregate meals during FY 2002, and 44,870 older people received nearly 6.9 million home-delivered meals.
- ❖ **Outreach** – Outreach is defined as face-to-face contact initiated by service provider staff with an older person who does not know about services or cannot/will not utilize needed services. In FY 2002, over 21,080 contacts were made through the aging network's outreach efforts.
- ❖ **Senior Centers** – There are more than 180 senior centers that work in partnership with the Illinois Department on Aging and the Area Agencies on Aging. They provide services such as meals, transportation, counseling, legal assistance and health screening.
- ❖ **Senior HelpLine** – The Department's statewide toll-free number, 1-800-252-8966 (Voice and TTY), handled over 73,798 calls in FY 2003, an average of 295 calls daily. The Department also provides an After-Hours Elder Abuse Hotline (1-800-279-0400) which receives elder abuse reports at night and on weekends and holidays.
- ❖ **Transportation** – In FY 2002, area transportation systems help older people benefit from over 832,527 trips to and from locations in their communities.

## Elder Rights

These programs support the rights and benefits of Illinois' vulnerable older population, including residents of long term care facilities and victims of abuse, neglect and exploitation. The

Elder Abuse and Neglect program is established through State law and is predominantly funded with State GRF funds. Ombudsman and Legal Assistance are established under the Federal Older Americans Act with the Ombudsman program receiving some State funding.

- ❖ **Elder Abuse and Neglect** – This program is designed to respond to reports of alleged elder abuse, neglect and exploitation of older people who live at home. In FY 2002, the program responded to over 7,400 reports of alleged mistreatment of older persons.
- ❖ **Legal Assistance** – Over 8,600 older persons received legal assistance in FY 2002 through this program, which provides help with civil legal matters such as elder abuse and neglect, financial exploitation, consumer fraud, simple estate planning, advance directives, nursing home residents' rights and government benefits programs.
- ❖ **Long Term Care Ombudsman** – The program provides information and investigates and resolves complaints made by or on behalf of long term care facility residents. In FY 2002, the Long Term Care Ombudsman Program responded to over 20,700 inquiries and 5,953 complaints.

## Communications and Training

A goal of the Department on Aging is to provide information, education and assistance to older people, their caregivers and the various target groups that have a stake in an aging society.

- ❖ **Gatekeeper Program** – Customer contact employees from several major utilities, newspapers and pharmacies have been trained to be on the lookout for older people who need help.
- ❖ **Health Awareness Programs** – The Departments of Public Health and Aging co-sponsor statewide radio and television programs focusing on age and health-related issues. Other public/private partnerships have resulted in numerous free health screenings for seniors.
- ❖ **Publications, Audiovisual Resources, Speakers Bureau, Special Events and Awards Programs** – If you wish information about these departmental resources, please contact the Illinois Department on Aging's Senior HelpLine.
- ❖ **Training** – Each year the Department develops and provides over 70 conferences and workshops attended by more than 6,000 participants.

For further information, contact the

### Senior HelpLine

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